

## Retail Electric Supplier Complaint Scorecard

March 2019 through August 2019

### Legend

Lowest Complaint Rate ★★★★★  
 Lower Than Average Rate of Complaints ★★★★★  
 Average Complaint Rate ★★★★★  
 Higher Than Average Rate of Complaints ★★  
 Highest Complaint Rate ★

### Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	September 2019	August 2019
1	MidAmerican Energy Services	★★★★★	★★★★★
2	Agera Energy	★★★★★	★★★★★
3	Energy.ME	★★★★★	★★★★★
4	FirstEnergy Solutions	★★★★★	★★★★★
5	Plymouth Rock Energy	★★★★★	★★★★★
6	Everyday Energy d/b/a Energy Rewards	★★★★★	★★★★★
7	Josco Energy IL LLC	★★★★★	★★★★★
8	South Bay Energy Corp.	★★★★★	★★
9	Homefield Energy	★★★★★	★★★★★
10	MC Squared	★★★★★	★★★★★
11	Dynegy Energy	★★★★★	★★★★★
12	Nordic Energy Services	★★★★★	★★★★★
13	Constellation Energy	★★★★★	★★★★★
14	Ambit	★★★★★	★★★★★
15	RealGY	★★★★★	★★★★★
16	Viridian	★★★★★	★★★★★
17	IDT Energy	★★★★★	★★★★★
18	IGS	★★★★★	★★★★★
19	Star Energy Partners	★★★★★	★★★★★
20	Green Mountain Energy	★★★★★	★★★★★
21	AEP Energy	★★★★★	★★★★★
22	NRG Home	★★★★★	★★★★★
23	Think Energy	★★★★★	★★★★★
24	Eligo Energy	★★★★★	★★★★★
25	Just Energy Solutions Inc.	★★★★★	★★★★★
26	Xoom Energy	★★★★★	★★★★★
27	Public Power	★★★★★	★★★★★
28	Direct Energy Services	★★★★★	★★★★★
29	Illinois Gas & Electric	★★★★★	★★★★★
30	Park Power LLC	★★★★★	★★★★★
31	Energy Plus	★★★★★	★★★★★

Rank	Supplier	September 2019	August 2019
32	Santanna Energy Services	★ ★ ★	★ ★ ★
33	Smart Energy Holdings, LLC	★ ★ ★	★ ★ ★
34	North American Power and Gas	★ ★ ★	★ ★ ★
35	American Power & Gas of IL, LLC	★ ★ ★	★ ★
36	LifeEnergy	★ ★ ★	★ ★ ★
37	Clean Choice Energy	★ ★ ★	★ ★ ★
38	Inspire Energy Holdings, LLC	★ ★ ★	★ ★
39	Tomorrow Energy Corp	★ ★ ★	★ ★ ★
40	Sfe Energy Illinois, Inc	★ ★	★ ★
41	Indra Energy***	★ ★	★ ★
42	Liberty Power	★ ★	★ ★
43	Champion Energy	★ ★	★ ★
44	Clearview Electric	★ ★	★ ★
45	Stream Energy Illinois, LLC	★ ★	★ ★
46	Vista Energy Marketing	★ ★	★ ★
47	Residents Energy	★ ★	★ ★
48	Frontier Utilities Northeast, LLC	★ ★	★ ★
49	Starion	★	★
50	Major Energy	★	★
51	National Gas & Electric	★	★
52	Great American Power, LLC	★	★
53	Spark Energy, LLC**	★	★
54	RPA Energy Inc.	★	★
55	Pure Energy USA II, LLC*	★	
56	Mega Energy	★	★
57	Switch Energy, LLC	★	★
58	Alpha Gas & Electric*	★	

#### Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

\*Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

\*\*Supplier was formerly known as Spark Energy, L.P.

\*\*\*Supplier was formerly known as PALMCo Energy